

Subject: READ: Important updates for Club Penguin Island support!!
Date: Wednesday, April 19, 2017 at 3:06:39 PM Pacific Daylight Time
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To: #DI GX GSR
CC: #DI GE Management and Team Leads, #DCPI GX Product Services

Hi all!

Lots of things happening in Club Penguin Island support wise, including:

- a rollout launch of version 1.2.1
- update to Google Refund requests
- important support change to Display Name requests
- requesting ban details from Crisp

1.2.1 Hotfix

A roll out launch is under way! This means that not everyone will have access to the new version at the same time. Today it will start with Android users, this allows time for QA to do testing on the live environment before all the players switch over. 1.2.1 will be available for everyone tomorrow (Thursday April 20).

Some features of this hotfix:

- Born in China emoji pack will show as available to all when it is received (1.2 it showed as member lock, though in the game it was accessible)
- Aunt Arctic chapter 2 will be members only (1.2 this adventure was available to free players after the trial expired)
- Precautions taken to prevent the Mt Blizzard incident from recurring (players that jumped to players in this environment had connection issues after)
- Clothing designer templets etc appearing black is fixed
- Jackhammer buttons fixed in the Rockhopper "Leaky Landing" (previously some players couldn't trigger the jackhammer action buttons)
- Reduced the number of times a player would have to fully log in again after certain errors – we have seen this in support with player complaining of how many times they have to enter in their password.
- Players will now get a new message if they try to join a room that is full. Sorry! The island could be full, but spots open up quickly. Please try again. Previously players would get a connection error or be prompted to log in again without explanation.

Keep in mind:

- Since it is a roll out release and Club Penguin Island does not currently force an upgrade, when troubleshooting or requesting details, we need to get the version number that is on the player's device

Google Play Memberships:

GX is able to help guests with Google Play purchases/refund requests! I will roll out the official policy for timelines, until then we can use our discretion for refund requests. Please speak with your TL if you have questions. The guest will need to provide:

- the penguin name
- the email address associated with their Google Play™ store account

- the Google Play order number associated with your purchase. This generally looks like “GPA-1234-1234-1234-12345”
- the credit card holder's name

Display Names

There have been updates to the display name review process. If a display name is showing as “pending” we do not want to make changes in Axis. If the display name is approved or rejected then we can provide support.

Requesting ban details from Crisp

I know contacts about bans are the top contact driver at this point for a number of reasons. The first being the messaging when an account is suspended prompts the to contact support and doesn't give a timeframe of when the suspension will be released. Both of these features are on the roadmap with DTSS as it includes OneID information.

In the meantime, we are going to try to minimize the number of requests sent for ban details and help our players out as much as reasonably possible while the filters are being honed. First, we still want to try to connect with a parent. We can also look into the Crisp warning tab (currently you can see CPI details in the Crisp product) and use best judgement... for example, we can consider making our 'one time exception' and releasing a suspension if there isn't a history of warning or suspension OR a list of OneID account that have a history of bans associated with the email address.

Updated Articles:

CPI - 1.1.2 - I can't use the Jack Hammer on Rockhopper's ship!
 CPI - Refund for Google Play/Android Purchase
 CPI - I want to change my penguin name
 CPI - How do I create a Club Penguin Island account?
 CPI - Can I use my CP name on Club Penguin Island?
 CPI - Why is my name CP and a bunch of numbers?
 CPI- What did my child say to get banned?

**Localized versions of the updated articles would still need to be updated.

AND... Geo-Beta/Pre-registration articles have now been archived (with the exception of the Alumni jacket... the new beta hat :D)

Let me know if you have any questions!!!

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